



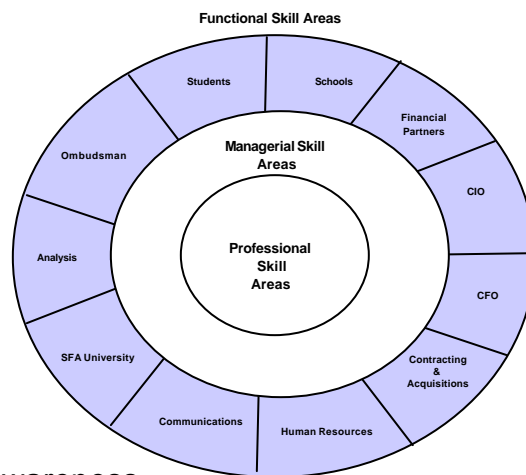
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Ombudsman Skill Catalog

Ombudsman Organization Unit

Functional Skills List:

- ☐ Contract Management
- ☐ Customer Service Support
(re: Call Center Function)
- ☐ Negotiation
- ☐ Office Administration
- ☐ Planning and Budgeting
- ☐ Policy, Regulation and Legislation Awareness
- ☐ Process Improvement
- ☐ Product Knowledge
- ☐ Research and Analysis
- ☐ Technical Assistance





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Contract Management

Manages and monitors operating partners performance in accordance with government policies and procedures.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of the contract management vision of SFA
- Applies contract management vision to develop, sustain and improve relations with contractors/vendors in order to meet SFA's objectives
- Demonstrates understanding of federal contract management concepts, procedures and regulations
- Ensures compliance with government contracting regulations
- Demonstrates ability to develop, manage and monitor effective memorandums of understanding with vendors and third party service providers
- Demonstrates skill in working with vendors to lower costs associated with technology and processes
- Demonstrates ability to monitor progress and ensures vendor/contractor adheres to standards and expected outcomes

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Customer Service Support (re: Call Center Function)

Applies an understanding of SFA's service standards in order to effectively respond to customers.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for "Meets Expectations" standard:

- Demonstrates understanding of SFA's service standards and engages in behavior to encourage customer satisfaction
- Demonstrates the ability to develop an in-depth understanding of a customer's unique challenges, needs and wants in order to build effective relationships
- Demonstrates the ability to respond effectively to customer complaints and solve customer problems
- Demonstrates the ability to bring together resources, services and technical capabilities across SFA units to meet customer needs
- Demonstrates the ability to communicate, accept and assimilate different perspectives, approaches and backgrounds in resolving customer issues

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for "Meets Expectations" standard.



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Negotiation

Recommends mutually agreeable solutions that support SFA's viewpoint in issue resolution.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for "Meets Expectations" standard:

- Demonstrates the ability to identify options that contribute to a mutually agreeable solution
- Demonstrates the ability to present recommendations in a manner that gains acceptance and agreement
- Demonstrates an understanding of SFA's viewpoint in issue resolution

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for "Meets Expectations" standard.



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Office Administration

Performs administrative practices and support services to increase office effectiveness and efficiency.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates ability to organize, plan and coordinate administrative functions
- Demonstrates ability to identify administrative procedural problems and recommend improvements that increase effectiveness and efficiency
- Uses knowledge of administration concepts and practices (answering phones, filing, scheduling, etc.) to plan, deliver and manage support services vital to SFA operations

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Planning and Budgeting

Uses rules, appropriate information sources and tools to ensure accurate and timely reporting of business forecasts and budgets.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of OMB regulations and overall Federal appropriations process
- Demonstrates understanding of rules, information sources and tools available to prepare and consolidate budgets and forecasts
- Demonstrates understanding of departmental and organizational budget formulation and fund control procedures and guidelines
- Demonstrates ability to apply planning and budgeting concepts ensuring accurate and timely reporting of business forecasts and budgets
- Analyzes and discusses budget implications
- Demonstrates ability to track and reconcile unit budget activities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Policy, Regulation and Legislative Awareness

Applies knowledge of Title IV policies, regulations, and legislation to make informed decisions.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of general policies, regulation and legislation principles, laws and jurisprudence
- Demonstrates ability to use policy, regulation and legislation knowledge appropriately to make decisions that impact the organization

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Process Improvement

Reviews SFA's operations and products to identify and recommend process improvement opportunities.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for "Meets Expectations" standard:

- Demonstrates the ability to review SFA's operations and products and identifies and recommends process improvement opportunities

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for "Meets Expectations" standard.



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Product Knowledge

Utilizes knowledge of SFA's products to address customer questions and concerns and to enhance existing product offerings.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for "Meets Expectations" standard:

- Demonstrates understanding of SFA's products
- Demonstrates ability to apply product knowledge to resolve customer questions and concerns
- Monitors product guidelines and legislation

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for "Meets Expectations" standard.



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Research and Analysis

Applies understanding of basic research concepts, principles and methods to assess and evaluate information.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of basic research concepts, principles and methods
- Demonstrates understanding of specific information sources and methods of information gathering to make fact-based decisions
- Utilizes analytical skills in assessing and evaluating information to identify trends and potential issues

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.



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Technical Assistance

Applies customer support principles to provide responses to customer inquiries. Develops and implements training and educational programs to meet customer needs.

Meets Expectations

Exhibits 3 of the 5 behaviors listed for “Meets Expectations” standard:

- Demonstrates understanding of impact of customer support on customer satisfaction and applies appropriate customer support principles related to SFA software and systems
- Demonstrates skill in providing complete, accurate and real-time support to customer inquiries about SFA software and systems
- Identifies customer needs and develops and implements appropriate training or educational programs to serve the customer

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Improvement Required

Exhibits less than 3 of the 5 behaviors listed for “Meets Expectations” standard.